

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-05 09-14-40

| TOTAL STEPS | STEPS PASSED | STEPS FAILED | OVERALL STATUS | DEFECT LIST |
|-------------|--------------|--------------|----------------|-------------|
| 26 | 26 | 0 | Pass | NA |

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

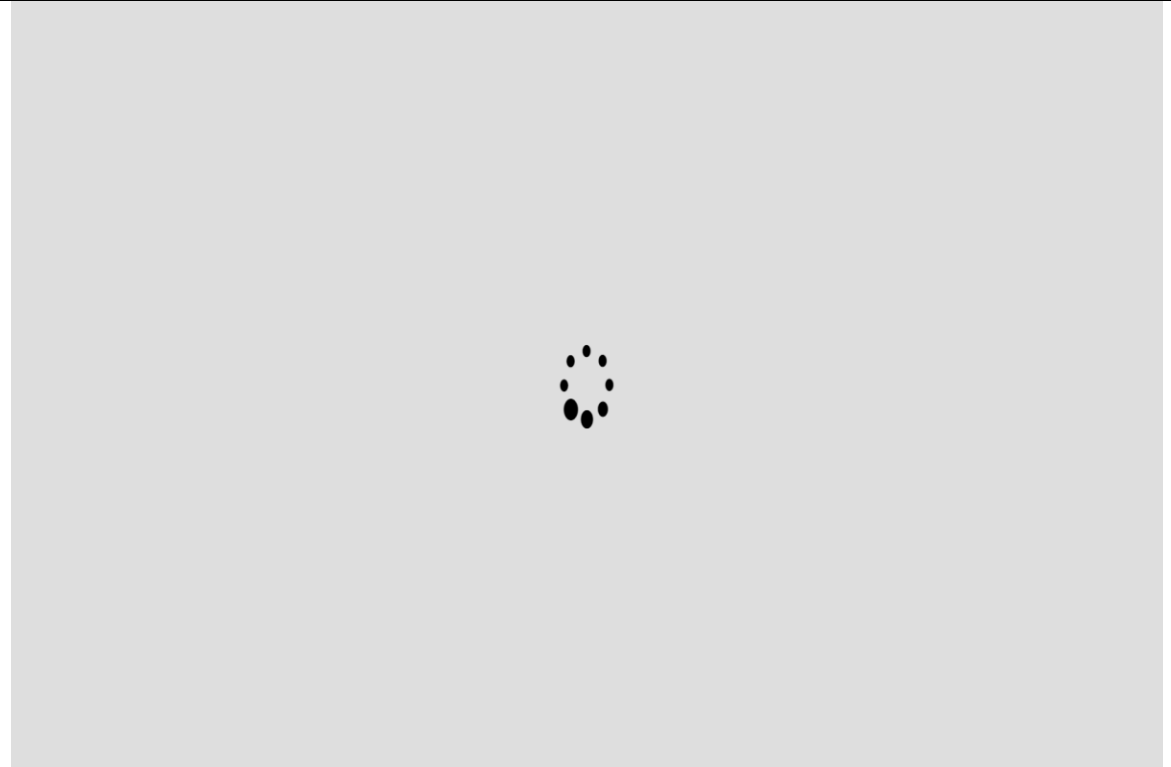
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



| |
|---|
| Step No:3 |
| Step Description: Click Login Button |
| Expected Result: Click Login Button |
| Actual Result: The Element: LoginButton is clicked |
| Status: Pass |
|  |

Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📄 Copy 📄 Assign 📄 Propose ✕ Delete 📖 Bookmark

Incidents

| Subject | Status | Full Name | Queue | Date Last Updated | Reference # |
|---|--------|---------------|-------|---------------------|---------------|
| how this product works, ab92547 product is not functioning properly | Open | Minhaj Ameen | | 07/30/2020 10:43 PM | 200730-000077 |
| how this product works, ab92547 product is not functioning properly | Open | Minhaj Ameen | | 07/30/2020 10:33 PM | 200730-000074 |
| how this product works, ab92547 product is not functioning properly | Open | Minhaj Ameen | | 07/30/2020 10:28 PM | 200730-000072 |
| how this product works, ab92547 product is not functioning properly | Open | Minhaj Ameen | | 07/30/2020 10:24 PM | 200730-000070 |
| how this product works, ab92547 product is not functioning properly | Open | Minhaj Ameen | | 07/30/2020 10:15 PM | 200730-000067 |
| how this product works, ab92547 product is not functioning properly | Open | Minhaj Ameen | | 07/30/2020 10:12 PM | 200730-000063 |
| how this product works, ab92547 product is not functioning properly | Open | Minhaj Ameen | | 07/30/2020 09:52 PM | 200730-000061 |
| how this product works, ab92547 product is not functioning properly | Open | Minhaj Ameen | | 07/30/2020 04:07 PM | 200730-000004 |
| FishPhone not working | Open | | | 07/27/2020 05:28 PM | 200727-000000 |
| Covid 19 Migrant Issue for digan ram | Open | Suramyia Paul | | 04/30/2020 11:44 PM | 200430-002076 |

992 Records

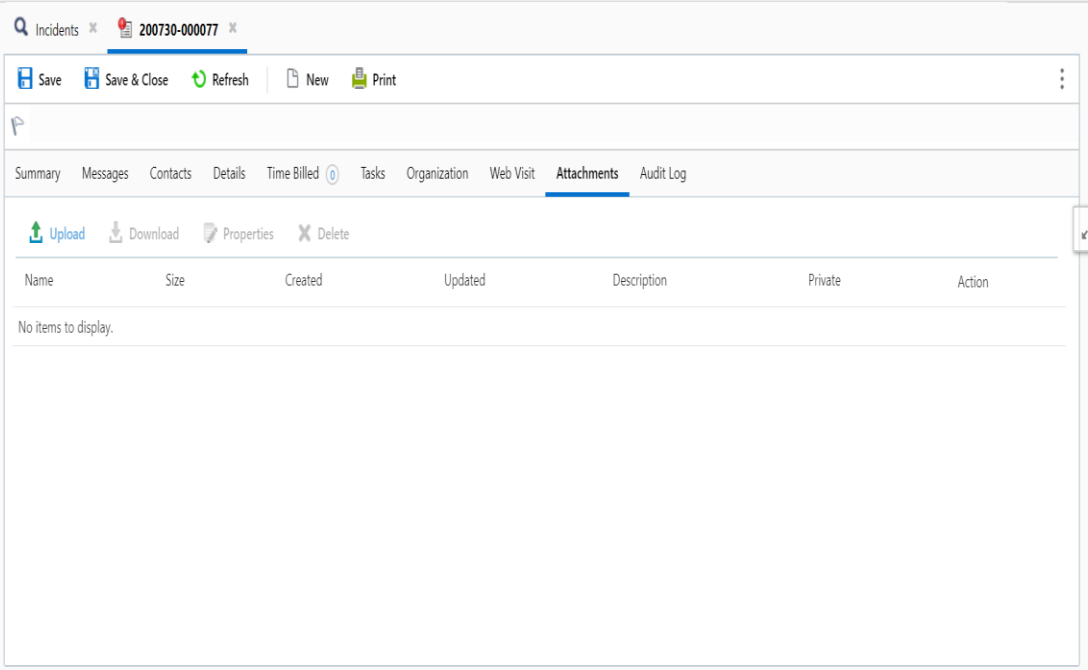
Step No:8

Step Description: ClickAttachment

Expected Result: ClickAttachment

Actual Result: The Element: null is clicked

Status: Pass



The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a breadcrumb trail shows 'Incidents' and the specific incident '200730-000077'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A navigation menu lists 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments' (which is selected), and 'Audit Log'. Below the menu, there are buttons for 'Upload', 'Download', 'Properties', and 'Delete'. A table with columns 'Name', 'Size', 'Created', 'Updated', 'Description', 'Private', and 'Action' is shown, but it contains the text 'No items to display.'.

ORACLE Service Cloud

Reference #

Incidents 200730-000077

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Upload Download Properties Delete

| Name | Size | Created | Updated | Description | Private | Action |
|----------------------|------|---------|---------|-------------|---------|--------|
| No items to display. | | | | | | |

Step No:9

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

ORACLE[®] Service Cloud

Reference #

Q

Home

Star

Plus

SA

Incidents

Search

Refresh

Reset

Open

New

Print

Copy

Assign

Propose

Delete

Bookmark

Incidents

| Subject | Status | Full Name | Queue | Date Last Updated | Reference # |
|---|--------|---------------|-------|---------------------|---------------|
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992 Records

Sys Agent

Change Password

Help

About

Preferences

Sign Out

Step No:10

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass

 **ORACLE** Service Cloud

Reference #





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